

Robocall Mitigation Program Description

Zingmyorder LLC (a voice provider as per the definition provided <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-B/part-64/subpart-HH/section-64.6300>) is a technology and Marketing platform servicing the Restaurant industry.

Zingmyorder does NOT allow its customers in the Restaurant industry to initiate Outbound Calls within its platform.

Zingmyorder Allows its Restaurant customers to get a new Phone number through its platform , serviced by Bandwidth (<https://www.bandwidth.com/>) to manage incoming calls and provide information based on the customer query. Example : In the Restaurants IVR Phone system, customers are directed to press 2 to know the hours of operation, 1 to receive a text link or 3 to order for catering etc. based on customer selection an operation is set in motion.

Zingmyorder transfers calls to numbers that the Restaurant has set up for the respective staff to answer customer queries based on the customer option selected. Example. Option 3 to “talk to restaurant staff”. This limits the capability for Zingmyorder’s customer to abuse the system from generating Outbound Robocalls.

Zing my Order uses Bandwidth to sign its calls as per STIR/SHAKEN standards. All requests for tracing a call as seen in [https://www.ecfr.gov/current/title-47/chapter-I/subchapter-B/part-64/subpart-HH/section-64.6305#p-64.6305\(a\)](https://www.ecfr.gov/current/title-47/chapter-I/subchapter-B/part-64/subpart-HH/section-64.6305#p-64.6305(a)) can be fulfilled from the platform that is provided by Bandwidth.